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United States Senate

WASHINGTON, DC 20510-4804
October 24, 2019

The Honorable Ajit Pai
Chairman
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

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Federal Communications Commission
Office of the Secretary

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Dear Chairman Pai,

While I am encouraged to hear that your agency is planning to implement a formal public feedback mechanism to improve broadband coverage maps, the people of West Virginia need help now. Until a more viable process is established, I will be providing you with real coverage data from people on the ground in West Virginia and a brief description of the challenges they face personally, professionally, and economically as a result of their unreliable broadband service.

I have received correspondence from a constituent in Buckeye, West Virginia which sits on the banks of the Greenbrier River and is within driving distance to Snowshoe, WV. Snowshoe, a popular destination for skiing within the Monongahela National Forest, sees just shy of 500,000 visitors each year who are looking to take part in a winter season that lasts more than 100 days each year. Due to its proximity to this destination, Buckeye attracts a fair number of visitors each year. While some of these visitors may appreciate the chance to unplug, that does not necessarily mean they want to be completely disconnected. For West Virginia to continue to develop its tourism industry in places like Buckeye, broadband access is critical.

Using the Ookla Speed Testing Application on a Dell Desktop Computer to test their fixed broadband service from Frontier Communications, my office received the following speed results in Buckeye:

- 47.57mbps down / 0.85mbps up

These numbers are well below your agency's definition of broadband and the advertised speed they were given by their provider. I hope you will use this data to validate the information West Virginia's broadband providers have submitted to the FCC and ensure that they are eligible for any and all relevant broadband grants and other resources. Places like Buckeye depend on the promise of universal service, and it is our job to make good on that promise.

Sincerely,



Joe Manchin III
United States Senator

(Enclosure)

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